Terms and Conditions of Service

By confirming your appointment, you are agreeing to our Terms and Conditions of service as stated below:

1. We will only treat animals under direct referral from their veterinary surgeon, in accordance to The Veterinary Surgeons (Exemptions) Order 2015.
   * 1. If the dogs condition worsens, changes, or a new condition has arisen you are required to inform staff, and an updated referral will be required.
2. Whilst every care is taken during your dog’s treatments, all dogs undergoing hydrotherapy treatment do so entirely at their owner’s risk.
3. Our therapists reserve the right to offer treatment for your dog as they see fit and will choose the most suitable method of hydrotherapy/physiotherapy which they feel will benefit and suit your dog accordingly. Whilst we understand that owners may have opinions and preferences on treatments used, it is the therapists final decision.
4. All owners are to wear non-slip footwear and take extreme caution on the premises and should be treated as a ‘pool-side’ environment. We are not responsible for any injury incurred whilst on the premises.
5. **All dogs must be fully vaccinated**. If your dog is **not** fully vaccinated then please make the therapist aware on the first treatment. By signing this form you will be agreeing to the following statement: ‘I confirm I have been advised that due to the level of patients undergoing treatment at this hydrotherapy centre my unvaccinated dog is at risk particularly from Parvovirus, leptospirosis, distemper and hepatitis/adeno virus. I accept that whilst every effort is made to maintain· good hygiene this centre cannot be held responsible if for any reason my dog contracts any such virus or disease. I the rightful owner, give my permission for my dog to start hydrotherapy treatment with immediate effect.
6. All dogs must be kept on a lead and under control at all times whilst on the premises.
7. **Do not feed your dog for at least 4 hours prior to the appointment and 1 hour following. Please make sure that it has had the opportunity to go to the toilet prior to the appointment and that you clear up after your dog whilst on the premises.**
8. **Do not take your dog on a long walk or allow vigorous exercise on the same day of the appointment.** Your dog may also require reduced exercise the following day and should be monitored.
9. For any dog that defecates in the pool or water treadmill, the session will be stopped and owners will be charged for every session that we have to cancel due to having to close the facility for treatment, up to the amount of £300.
10. Dogs cannot be swum if:
    * 1. They have open wounds and infections.
      2. They have any advanced cardiac or respiratory illness.
      3. They have uncontrolled epilepsy.
      4. They have incontinence, diarrhoea or vomiting.
      5. They display high levels of stress during treatment.
      6. They have contagious skin conditions.
      7. They are muddy or excessively shedding.
      8. They are extremely aggressive or have any severe behavioural problems (all efforts will be made to swim your dog in these circumstances, but in extreme cases it might be too dangerous).
11. Treatment fees are payable at each session in cash or by card payment.
    * 1. Discount block payment of 10 sessions is non-refundable except in extenuating circumstances, so please evaluate the commitment to this scheme before payment.
12. Many insurance companies will reimburse costs for veterinary physiotherapy/hydrotherapy; however, you are advised to check your policy and level of cover before booking an appointment.
13. **We require 24 hours cancellation notice**. Missed appointments and cancellations made with less than 24 hours will still be charged. If you are running late please inform reception ASAP, if you are 10 or more minutes late this will be classed as a missed appointment and will be charged.
    * 1. Adverse weather conditions – a full 24-hour cancellation notice is still required, or you are liable to pay the full treatment price.
14. We reserve the right to cancel or reschedule an appointment with no notice. Although every effort would be made to provide notice where possible.
15. You are required to notify us of changes to your animal’s health or if your vet advises a change, pause or stop to treatment.
16. We reserve the right to refuse treatment or to refer the animal back to the vets if the veterinary physiotherapist/hydrotherapist deems it necessary.
17. We reserve the right to take photographs and/or video footage of your pet during sessions for our treatment records. We may also use these to promote our centre. If you would prefer not to have photographs/video taken of your pet for any reason, please notify us when you arrive for your appointment.
18. We comply by the Data Protection Act 2018 regarding holding and using your data. Data will only be shared with your veterinarian and other paraprofessionals with your consent.

**I ……………………………………….……….………. the legal owner of …………………..………...…………... declare that I have understood and fully accept the terms and conditions stated above.**